

MANUFACTURING EXTENSION PARTNERSHIP

Success Stories from the Field

Bunzl Extrusion-Tacoma Inc.

Washington Manufacturing Services

Bunzl Extrusion Achieves Iso 14001 Certification

Client Profile:

Bunzl Extrusion Tacoma, Inc. operates out of a state-of-the-art facility in Tacoma, Washington. The company currently employs 160 people at this facility.

Situation:

In January 2001, Bunzl Extrusion's United Kingdom-based parent company, Bunzl plc, strongly recommended that all Bunzl plastics facilities become ISO 14001 certified by December 2001. In an effort to use this mandate to expand the goals for improvement, the Bunzl Tacoma facility elected to go for dual certification and implement a complete business management system that addressed the areas of quality, environment, health, and safety. For assistance, the company brought in the Washington Manufacturing Services (WMS), a NIST MEP network affiliate.

Solution:

WMS helped to locate a resource to aid Bunzl Tacoma in the development of quality and environmental management systems. The company decided to rely on its existing software and integrate a business structure developed by Fulcrum Associates, LLC. The Business Management System (BMS 2000) has been integral to Bunzl's certification efforts by helping to streamline the ISO documentation process and improve communication across all areas--from order entry through production, engineering, and final shipment--resulting in improved customer service and greater focus on feedback and measurement against company goals. The implementation of an environmental management system (EMS) program called for an implemented recycling policy, which showed immediate results. All of the employees embraced the environmental improvement efforts, offering new and different suggestions to enhance environmental awareness and performance. Ray Fiorini, Materials Manager, put together an EMS action team (the Green Team) to help focus and direct Bunzl's EMS improvement efforts. He estimates the company could save more than \$30,000 in the first year as a result of this program.

In a rare achievement, Bunzl Extrusion-Tacoma earned dual ISO Certification for ISO 9001:2000 and ISO 14001 on the first attempt. With the addition of its ISO 9000 and ISO 14001 certifications, Bunzl Tacoma has set itself apart from the competition and can easily demonstrate to its customers and the community that it is committed to environmental responsibility and quality improvement.

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Results:

Received dual certification for ISO 9001 and ISO 14001.
Implemented quality and environmental management systems.
Improved customer and community relationships.

Testimonial:

"This achievement demonstrates our commitment to our customers for outstanding service, to our employees' health and safety, to the community for responsible environmental policies, and to our company mission to seek continual improvement in all we do. This dual ISO certification is a significant accomplishment and could not have been achieved without the dedicated commitment of the Bunzl team and Washington Manufacturing Services."

Steve Spear, President, Tacoma and Yakima facilities